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NORTH CAROLINA UTILITIES COMMISSION

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FOR AT&T:

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NEWSOUTH COMMUNICATIONS, NUVOX COMMUNICATIONS,
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FOR TIME WARNER TELECOM OF NC, LP

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FOR KMC TELECOM:

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Kelley Drye & Warren
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FOR MCI WORLDCOM COMMUNICATIONS, INC., ET AL.:

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Dulaney O'Roark
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FOR THE USING AND CONSUMING PUBLIC:

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Raleigh, NC 27699

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NC Department of Justice
P.O. Box 629
Raleigh, NC 27602

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T A B L E O F C O N T E N T S
E X A M I N A T I O N S

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3 CHAIR SANFORD: Mr. Pate, I think Mr. Lackey
4 has some information for us.
5 MR. LACKEY: Yes, Madam Chair. You'll recall
6 yesterday, AT&T's Mr. Barber asked for a late-filed
7 exhibit involving the IDS settlement, so--and that
8 I said I would go see what the situation was. And I
9 have now done so. I'm sorry it took me so long.
10 But we resolved with IDS both a complaint in
11 Florida, a complaint in Georgia, and a federal
12 LANAMAC [phonetic] suit that we have brought
13 against IDS. So, there were a number of people
14 involved.
15 I will tell you that if the Commission issues
16 a written order to me, I will produce any and all
17 documents that we have regarding any settlement
18 with IDS to the Commission.

4 identified as Pate WorldCom 8. we'll get to it in
5 just a moment. That's all that line loss reports.
6 One problem with loss of dial tone is that the
7 customer may become dissatisfied with MCI and
8 decide to go back to BellSouth.
9 A. Possibly, you have a big factor on how you handle
10 that, but, yes, I'll--that--potentially they could
11 be dissatisfied and they could go back to BellSouth
12 or they could go back to another CLEC, if you were
13 getting them from that CLEC.
14 Q. And if a customer decides to leave MCI for whatever
15 reason, it's important that MCI receive what's
16 called a line loss report.
17 A. Yes. You need to know that that end user is no
18 longer being serviced by you.
19 Q. And the reason that we need to know that is that if
20 we don't know that the customer's left us we don't
21 know to stop billing the customer.
22 A. Yes.
23 Q. So if we don't get that notice we're going to

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1 continue billing the customer, and the customer's
2 now going to be receiving two bills.
3 A. Yes, potentially so.
4 Q. And BellSouth and MCI have agreed that BellSouth

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- 6 Q. And so when that happens, then we've got the double
7 billing situation.
- 8 A. Yes, potentially so. And the reason I say
9 "potentially so" is you have--you may be able to
10 obtain that information from some other sources to
11 realize that but what we agreed was to give you
12 this line loss and that's what you're using--line
13 loss identification.
- 14 Q. And because we agreed to it, it's reasonable that
15 MCI would rely on BellSouth to provide those line
16 losses on the report we agreed to; right?
- 17 A. Yes, it's reasonable.
- 18 Q. Now the next paragraph, Ms. Reynolds refers to
19 three of the telephone numbers that were claimed by
20 the end users to be unauthorized changes of service
21 to MCI--
- 22 A. Yes, that's correct.
- 23 Q. --and essentially what we're being told there is

□

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- 1 that BellSouth suspects that those customers were
2 slammed.
- 3 A. Yes, and we're basing that on that end user telling
4 us that. Yes, that's the ugly word you can put to
5 it.
- 6 Q. And, I'll represent to you that the parties had a

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7 disagreement on that but let's assume for purposes
8 of these questions that that's what happened.

9 A. Certainly.

10 Q. It is BellSouth's position that if a local customer
11 is slammed, BellSouth will not put on the line loss
12 report those customers?

13 A. No, that's not our position. We are investigating,
14 is that happening? I know the account team working
15 on other issues is working very closely with

16 individuals from MCI so that's being researched to
17 see if that is potentially happening. But that's
18 not our position not to provide that to you.

19 Q. There's two other orders that are referenced here.
20 One BellSouth says was canceled and the other one,

21 it's on the third paragraph, says, "remaining
22 telephone numbers still on MCI end account."

23 A. Could I go back and just add one additional

□

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1 information to that question--

2 Q. Sure.

3 A. --because the thought just hit my mind. In this
4 letter that you refer to on the second page,
5 another report which you go on the interconnection

6 website and get. And I recognize that we agreed to
7 give you this to you in an electronic version. The

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8 point I wanted to make is, from my understanding,
9 looking at that report, those switched in errors
10 and these slammings, they are captured on that

11 report. It's on the website. So that's why I
12 just--what I wanted to just further say. It's not
13 our position that we're--that we're not willing to
14 give you that information. We're just researching
15 this, and that's being captured under the NDN

16 Report.

17 Q. One of the reasons that we want the NDN Report is
18 so that we can get the information electronically
19 in a form that flow to our own system.

20 A. Yes, I understand you use that to integrate that

21 into your systems.

22 Q. Going to the last point, on the remaining telephone
23 number that was still an MCI account, that

□

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1 apparently would have been a customer who is not
2 reflected yet on the CSR as a MCI customer. Is
3 that the way it appears to you?

4 A. Give me a second to read that, will you?

5 Q. Sure.

6 A. Yes. I mean, it appears from my investigation that
7 you canceled that request. It says canceled upon--
8 we're talking about you canceled the Local Service

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- 9 Request for that, so you never--
- 10 Q. I'm sorry, we're not communicating. I'm talking
- 11 about the next sentence, where it says the
- 12 remaining telephone number's still an MCIm account,
- 13 according to our records.
- 14 A. I'm sorry. I looked at the wrong line. Yes.
- 15 Q. And so that's a case where MCI was expecting a line
- 16 loss report presumably because the CSR didn't show
- 17 the customer was an MCI customer, and BellSouth is
- 18 coming back and telling us no, no it's your
- 19 customer still.
- 20 A. Yes.
- 21 Q. And that then gets into the updating of BellSouth's
- 22 billing records to say that MCI can properly bill
- 23 its new customer.

□

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- 1 A. Yes, potentially so.
- 2 Q. And that's an area that Mr. Scollard covers.
- 3 A. Yes it is.
- 4 MR. O'ROARK: No further questions.
- 5 CHAIR SANFORD: Thank you.
- 6 MS. AZORSKY: Good morning, Commissioners. I'm
- 7 Tami Azorsky for AT&T.
- 8 CROSS EXAMINATION BY MS. AZORSKY:
- 9 Q. Good morning, Mr. Pate.

ATTACHMENT 5

REDACTED

-----Original Message-----

From: amanda hill [mailto:amanda.hill@wcom.com]
Sent: Monday, November 12, 2001 3:23 PM
To: Joe. Laszlo (E-mail)
Cc: 'Patricia. B. Woods' (E-mail); Sherry Lichtenberg (E-mail); Rick Whisamore (E-mail); Calvin W Jung (E-mail); Kathy. Ragsdale (E-mail); Meredith Little (E-mail); Pamela. Reynolds (E-mail); Shannon. Waters (E-mail)
Subject: MCI Response: NDT ERT

Joe,

Please provide the details for each of the 27 lines that were studied. The purpose of this request was to obtain the details for these outages. We need specific answers to the questions listed below.

1. Provide the date on which the D order completed and the date on which the N order completed for each of the 27 lines studied.
2. Provide a description of the "translation problems" on the lines where BST states that the customer lost dial tone as a result of translation problems.
3. Provide a root cause analysis of the translation problems.
4. Provide detailed information on the "service order problem" for 770-832-6429. Provide a root cause for this problem.
5. Define the "facility problems" for the lines that BST states lost dial tone for this reason.
6. How did BST determine that 678-567-1841 lost dial tone as the result of inside wire problems? Did BellSouth visit the customer? Was MCI billed for this visit?

Thanks,
Amanda Hill
Carrier Management
770-625-6134

-----Original Message-----

From: amanda hill [mailto:amanda.hill@wcom.com]
Sent: Monday, November 12, 2001 12:01 PM
To: BSTIssues (E-mail)
Cc: Mindy. Chapman (E-mail); Fred. Bringham (E-mail)
Subject: ERT: NDT Response

<< File: NDT.txt >> << File: NDTERT.DOC >> 1960 West Exchange Place
Suite 420
Tucker, Georgia 30084
November 9, 2001

Ms. Amanda Hill
Carrier Management
WORLDCOM
Two Northwinds Center
2520 Northwinds Parkway
Suite 500
Alpharetta, Georgia 30004

Dear Amanda:

This is in response to your e-mail dated October 9, 2001, requesting BellSouth to investigate and provide a written explanation regarding end-users who experienced service outages on September 21 and 22, 2001, due to a loss of dial tone.

Of the seventy-three telephone numbers submitted for BellSouth to investigate, twenty-seven of the end users experienced a loss of dial tone within 30 days of conversion for various reasons. On October 18, 2001, Sherry Lichtenberg with MCIm, advised that only these twenty-seven telephone numbers required further review. Following are the results of BellSouth's investigation:

An inside wiring problem caused the service outage of telephone number 678-567-1841.

A defective Network Interface caused the service outage of telephone number 770-214-2785.

A buried drop was cut by another utility company for telephone number 770-632-8977.

A service order error caused the service outage of telephone number 770-832-6429.

Serice outages experienced by telephone numbers 770-607-7553, 770-537-0564, and 770-517-6728 were caused by switch translation problems. No trouble was found on telephone numbers 404-243-0187 and 404-366-4228. For telephone numbers 404-627-1249, 770-322-5262, 770-358-3267 and 770-960-8930 a trouble was identified, however there was no trouble found in BellSouth's facilities.

The remaining phone numbers 404-294-4028, 770-321-8789, 770-358-6134, 770-389-4796, 770-435-2908, 770-445-0618, 770-554-4727, 770-591-0582, 770-638-1095, 770-774-8796, 770-775-5486, 770-957-0899, 770-975-8722 and 770-977-5868 lost dial tone due to facility problems.

In response to your request for BellSouth to determine whether any of the end users returned to BellSouth and if MCIm received a line loss notification, please refer to MCIm's line loss notifications and internal records for the status of these users.

I trust the above information satisfies your concerns regarding this matter. BellSouth regrets any inconvenience this may have caused MCIm. Please feel free to call me at 770-492-7598, if you have additional questions.

Sincerely,
Joe Laszlo
Systems Designer

cc: Shannon Waters

-----Original Message-----

From: Joe.Laszlo@bridge.bellsouth.com

[mailto:Joe.Laszlo@bridge.bellsouth.com]

Sent: Friday, November 09, 2001 11:03 AM

To: amanda.hill@wcom.com

Cc: Patricia.B.Woods@wcom.com; Kathy.Ragsdale@bridge.bellsouth.com;

Pamela.Reynolds@bridge.bellsouth.com; Shannon.Waters@bridge.bellsouth.com

Subject: NDT Response

ATTACHMENT 6

REDACTED

-----Original Message-----

From: Joe.Laszlo@bridge.bellsouth.com
[mailto:Joe.Laszlo@bridge.bellsouth.com]
Sent: Monday, November 12, 2001 4:10 PM
To: amanda.hill@wcom.com
Cc: Calvin.Jung2@BellSouth.com; Joe.Laszlo@bridge.bellsouth.com;
Meredith.Little@BellSouth.com; Patricia.B.Woods@wcom.com;
Kathy.Ragsdale@bridge.bellsouth.com; Pamela.Reynolds@bridge.bellsouth.com;
Rick.Whisamore@wcom.com; Sherry.Lichtenberg@wcom.com;
Shannon.Waters@bridge.bellsouth.com
Subject: MCI Response: NDT ERT

Amanda,

Please utilize your internal records, as well as the resources of the LCSC and the CWINS group if you feel like any additional information is needed. The account team's research of the cause of the outages experienced by the 27 customers has been provided.

Thanks,
Joe

ATTACHMENT 7

BellSouth Interconnection Services

1960 West Exchange Place
Suite 420
Tucker, Georgia 30084

October 4, 2001

Ms. Amanda Hill
Manager - Carrier Management
WorldCom
Two Northwinds Center
2520 Northwinds Parkway
Suite 500
Alpharetta, Georgia 30004

Dear Amanda:

This is in response to your e-mails dated July 30 and August 23, 2001, regarding BellSouth's use of an asterisk (*) in the Service Address (SA) field of the Customer Service Records (CSR). MCI Metro (MCI) states that this is causing MCI to experience internal rejects in its systems when trying to populate Local Service Requests (LSR).

The asterisk is a valid content character within the field of data. Please refer to the BellSouth Business Rules for Local Ordering, Data Element Dictionary, Issue 90, June 29, 2001, Section 32.4 for details. This document is available at the BellSouth Interconnection Services' Web site at:

<http://www.interconnection.bellsouth.com/guides/leo/html/gleoo021/indexf.htm>

BellSouth has investigated the following Purchase Order Numbers (PONs) that MCI provided as examples. BellSouth's investigation revealed that MCI failed to send the appropriate Street Name or Community Name as it appears in the Regional Street Address Guide (RSAG). RSAG is the source for this information. Please refer to my letter dated September 6, 2001, regarding RSAG information (copy attached). The Status Field below shows the specific part that was in error and how it should have appeared on the LSRs:

<u>Telephone Number</u>	<u>PON</u>	<u>Status</u>
770 914-1577	S003471333BSGAPR	PON Not found
770 914-5884	S003429155BSGAPR	PON not found
770 459-2057	003494086BSGAPR	PON not found

770 459-0948	S003494108BSGAPR	PON not found
770 599-6055	S003494135BSGAPR	Mc*Intosh in street address
770 957-2215	S003494225BSGAPR	PON not found
678 432-7737	S003502734BSGAPR	Mc*D in community name
404 761-2660	S003510429BSGAPR	Mc*Mullin in street name
770 914-9791	S003503425BSGAPR	Mc*D in community name
770 229-5619	S003465745BSGAPR	Mc*Intosh in street name
770 459-2922	S003494286BSGAPR	V*R in community name
678 432-7885	S003504681BSGAPR	Mc*D in community name
770 210-4237	S003503060BSGAPR	Mc*Donough in street address
770 381-7311	S003504605BSGAPR	Mc*Gowan in street address
404 286-3575	S003505288BSGAPR	Mc*Afee in street address
770 456-2096	S003512400BSGAPR	V*R in community name
678 432-3625	S003511297BSGAPR	Mc*D in community name
770 445-1926	S003510404BSGAPR	Mc*Pherson in street name
770 957-1161	S003510417BSGAPR	Mc*D in community name
610 562-5907	S003303908VZPAPR	PON not in BST region, PA region
717 274-9459	S003502250VZPAPR	PON not in BST region, PA region
215 748-6782	S003135622BAPAPR	PON not in BST region, PA region
215 755-4557	S003506106VZPAPR	PON not in BST region, PA region
914 694-5500	S003511149VZNYPR	PON not in BST region, NY region

As you are aware, the BellSouth WorldCom Account Team is facilitating joint discussions between technical experts from both companies to further address MCI's concerns. These meetings are on going.

Following is BellSouth's response to the questions in your e-mail dated August 23, 2001:

MCI Question 1: We currently see when we pull CSRs that you have * in the Service Address fields. Why are these *'s present?

BellSouth Response: These are used as content characters in the Service Address Field.

MCI Question 2: How does BST expect to process a character that is outside of the ANSIX.12 EDI standard?

BellSouth Response: BellSouth is in compliance with the ANSI x.12 standards.

MCI Question 3: Is there exception logic within the BST systems that will allow their EDI translator to process the *? If this is not the case, should we not be sending the *? If not, then it clearly does not match the CSR address. How should we proceed?

BellSouth Response: BellSouth's RSAG treats the asterisk as a content character within a field. The file transfer system treats the asterisk as one of many valid field delimiters. For example, BellSouth uses a hex character as a field delimiter for many files sent to other companies. As part of the joint discussions, the technical experts will examine valid delimiters and recommend a solution for MCI. However, BellSouth continues to look for the asterisk as a valid content character since it is returned as part of the pre-ordering validation through RSAG.

MCIm Question 4: What service address should MCI use on its UNE-P orders, the RSAG address (retrieved via TAG) the or CSR service address (retrieved via TAG)?

BellSouth Response: As noted above and in BellSouth's RSAG letter to MCIm, the valid SA that should be sent on the LSR is obtained from RSAG.

I trust the above information satisfies your concerns regarding this matter. Please feel free to call me at 770-492-7543, if you have additional questions.

Sincerely,

Pamela D. Reynolds
Industrial Specialist

Attachment

cc: Shannon Waters

Goldman, Marc A

From: Rick Whisamore
Sent: Tuesday, November 13, 2001 10:00 AM
To: Marc Goldman (E-mail)
Cc: Sherry Lichtenberg (E-mail)
Subject: Asterisk info in Southern Bell
Importance: High

Marc,

Attached are the minutes from the 11/1 meeting during which Steve Harris from BST stated that only former Southern Bell states were allowing orders to flow through without the asterisk, contrary to the ERT provided to MCI on 10/4 (also attached).

Thanks,

Rick Whisamore
MCI
(703) 341-6234
Rick.Whisamore@wcom.com

11/13/2001

**MCI / BELL SOUTH
ACTION REGISTRY CALL
MEETING MINUTES
Nov. 1, 2001**

Bridge Information: Vnet: 211-8589 Toll Free: 888-324-5904 Pass Code: 6902
Time: 3:00 PM EST every Thursday

Meeting Attendees	Company
Rick Whisamore	MCI
Caren Schaffner	MCI
Amanda Hill	MCI
John Estep	MCI
Regina Fraiser	MCI
Pam Shifflet	MCI
Rita Andes	MCI
Sandy Tonges	MCI
Doug Lacy	MCI
Matt Walker	MCI
Steve Ramsbacher	MCI
Pat Woods	MCI
Pam Shifflet	MCI
Nancy Shimer	MCI
Steve Harris	BST
Calvin Jung	BST
Pamela Reynolds	BST
Shannon Waters	BST
Meradith Little	BST
Kathy Ragsdale	BST

1.) No Dial Tone (6/18)

ERT continues in the review process. No ETA.

Sherry asked were BST was on the single "C" order process. Pamela did not have a status but said she would check with Gary from the Flow Through Task Force.
PL don't know FTTF working on it.

Next Steps:

Pending ERT. No ETA.

Pamela to get status of the "C" order process

2.) Manual Handling (DSAP)

CLOSED 8/16

3.) Completing orders in the billing system (6/13)

The BST Account Team had previously told MCI that no report was available to BST or MCI that would list TNs in the Hold File or pending billing status. MCI was informed by David Scollard during a 10/10 face to face in FL that a report does exist and MCI could get that from the Account Team.

**MCI / BELL SOUTH
ACTION REGISTRY CALL
MEETING MINUTES
Nov. 1, 2001**

MCI will continue to pursue a BCN through CCP

Next Steps-

BST to contact David Scollard about report
MCI will continue to pursue a resolution through CCP.
This issue will remain open until it is resolved.

4.) Missing Notifiers (6/18)

Escalated to Sharon Daniels 10/19

BST and MCI have a regularly scheduled call at 10am on Thursday s.
The list of outstanding notifiers is 55.

Sherry asked to confirm that MCI would no longer have to wait for a release date to have missing notifiers reflowed.

Shannon stated that is the process but she could not say there would never be a reason something would not have to be held until a scheduled release.

Sherry asked for a status on the mapping in the back end (SI error)

Shannon had no status yet.

Sherry stated that all pons submitted after the Oct 6 change to aged off pon would mean fewer would be killed.
Shannon agreed.

Next Steps-

BST and MCI working the issue daily

5.) Missing Notifiers CLOSED 8/2

6.) Message Waiting Indicator CLOSED 8/16

7.) 638 unworkable orders CLOSED 9/27

8.) Aged off pons/ Rejects (6/6) CLOSED 11/1

MCI asked if the change covered all states or just Georgia.
Steve Harris said it covered all states.

Next Steps-

Closed

9.) CLR TEL NO LCON CLOSED 7/26

10.) Due Date Calculator CLOSED 8/2

11.) Manual Handling /Special Pricing Plan (6/4)

Rick stated that during the 10/4 call Kathy cited 14 TNs that fell out for (Working Service ADL)

**MCI / BELL SOUTH
ACTION REGISTRY CALL
MEETING MINUTES
Nov. 1, 2001**

Kathy stated BST receives many (202 in one day) rejects for this reason. She stated in order for MCI to fix the problem the Working Service On Promise (WSOP) should be populated by MCI. Also, ADL should be floated behind class of service on the activity page.

Loraine from MCI has reviewed the BellSouth business rules and finds them to be inconsistent with Kathy Ragsdale's statement on October 4th about the use of the WSOP FID. MCI is also unable to clearly determine from the business rules when MCI should use the ADL FID.

MCI requested clarification on this issue via a conference call with BellSouth's SMEs at the soonest possible date. During that call MCI would like to clarify how BellSouth expects MCI to fill out the LSR for this type of order to allow complete flow through and where that is documented in the BellSouth business rules.

Pamela has the action item to arrange that call.

MCI was dissatisfied with all answers provided by BSO on the 10/18 ERT. MCI is considering next steps.

Next steps-

**Pamela to arrange conf. call to address WSOP issue
MCI continues to review BSO's ERT**

- 12.) Class of Svc LNPRL CLOSED 7/26
- 13.) CARE- Incorrect PICs CLOSED 10/4
- 15.) Inside Wire CLOSED 10/4
- 16.) PMAP error message CLOSED 10/17
- 17.) **Asterisk in address field of a CSR (8/8)**

Steve H. is working this issue. The ERT is still pending with no ETA. In his research he found that orders sent without asterisk's where they should be only flow through in former Southern Bell states (GA FL SC & NC).

Next Steps-

Pending ERT. No ETA.

18.) RSAG (8/1)

MCI stated that it has been eight weeks since BST said they covered their reps and MCI has seen no decrease in the number of occurrences (70 this week)

Steve H said he went last week to the director of the center to encourage them to resolve this training issue.

Doug L will send Pamela this weeks list of 70 to help BST identify the reps still incorrectly citing the CSR rather than RSAG.

Next Steps-

**Acct. Team working to get reps trained
Doug to send new examples to BST**

**MCI / BELL SOUTH
ACTION REGISTRY CALL
MEETING MINUTES
Nov. 1, 2001**

19.) Line Loss Notifications (8/14)

Escalated to Sharon Daniels 10/19

Sherry stated that MCI's auditing team received a faxed list of 14 TN from the BST slamming center claiming those customers were slammed. MCI researched those TNs and found that of the 14 MCI received line loss reports for 9 of them. This action directly contradicts BST's ERT claiming BST does not send line loss reports via NDM for accounts disconnected due to claims of unauthorized change of service.

Sherry further stated that MCI was never aware that any line loss reports would not come via NDM. MCI's primary objective on this issue is to get all line loss reports via NDM.

Steve asked Sherry to send him a copy of the fax from the BST slamming center. Steve also stated that BST is taking action to get all line loss reports sent.

Sherry also asked that the account team speak to Mary Henze from BST to get a clear understanding of how BST should interact with MCI to work alleged slamming issues.

Pending ERT to answer MCI's questions from 10/18 about the last ERT. No ETA

MCI requested further details on BSO's reasons for not provided line loss reports for SE customers.

Is the policy to not send SE reports via NDM documented in BSO's business rules?

What is BST's processes for handling potential "slamming" incidents included any form of investigation with the CLEC?

Is the intentional disparity between the two sources (NDM and GUI) documented by BSO?

How would orders being manually handled cause that TN to not post to the NDM report?

Next Steps-

Pending ERT. No ETA

20.) Florida (8/9)

Meredith L. stated that TNs with warn dial do get 911 access

Caren S. asked if that covered the entire BST footprint

Meredith said it applied where ever BST offered Quick Service.

Pam S stated that MCI received the following reject on a test order going to Florida.

UNE COMBO NOT VALID IN FL WITH RESH 7229 PER CONTRACT

Pamela R. received the email and is working this issue.

Sherry said MCI needs an answer to this question ASAP.

MW service center fell out when they typed the order.

SL why didn't it flow through

Next Steps-

Pending response from BSO

21.) Rejects and problems associated with pons that have aged off. CLOSED 10/04

**MCI / BELL SOUTH
ACTION REGISTRY CALL
MEETING MINUTES
Nov. 1, 2001**

23.) BST Test Environment CLOSED 9/20

24.) **Manual handling/ Retail call waiting and voice mail. (9/6)**

MCI was dissatisfied with the ERT sent by BSO. MCI is considering next steps.

Next Steps-

MCI reviewing ERT.

25.) **Faxed rejects to LD TN (9/20) Escalate**

Doug L stated that MCI has a system change request for new fax TN on the LSR
ERT was due 10/19. No new ETA

Next Steps:

Pending ERT.

26.) Can Not Restore CLOSED 10/4

27.) **Returning incorrectly formatted DUF records.**

Escalated to Sharon Daniels for outcollection POC 10/19

Issue 1 - 60K records with module problems -issue is closed CLOSED 10/18

Issue 2 - 6000 incorrect intraLata toll records -open (9/20)

Steve R. stated that MCI should see toll records in DUF. MCI sent BST 13K to research. Andy looked at 20 examples. Joe L. was going to get help from the network dept. for research.

Shannon W is researching to make sure translation was correct.

Shannon W said BST is not clear that it is translation problem.

Shannon will provide an ETA for their research.

Sherry said MCI will begin the dispute process for these records

Sherry asked if BST wanted MCI to forward new examples of this problem? Shannon asked the BST forward them all.

Sherry asked that Andy Plummer attend the next call or get Andy and Steve on the line together to work this issue.

BSO will send an ERT to respond to MCI's question of who to speak to about developing an out collection process.

Next Steps:

Pending ERT for POC to discuss outcollection process. No ETA.

28.) **Migrate by TN CLOSED 11/1**

BST had a CLEC call last week to discuss this issue. That process will replace MCI's questions through the Account Team. MCI feels the documentation provided by BST on that call was not sufficient for clegs to complete coding and is pursuing actions through CCP